


MoDOT PERFORMANCE HIGHLIGHTS

SAFETY


4% 
MORE
 ROADWAY FATALITIES
 THAN LAST YEAR




33% 
FEWER
 EMPLOYEE-RECORDABLE
 INCIDENTS

 **86%**
 SEAT BELT USE
 IN 2020

SERVICE

 **79%**
 CUSTOMERS
 SATISFIED
 WITH MODOT
 CUSTOMER
 SERVICE

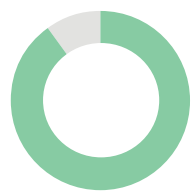
 **5.2%**
 INCREASE IN
 SOCIAL MEDIA
 FOLLOWERS

 **RUSH
HOUR**
 TRAVEL TIMES
KC:  **4.9%**
SL:  **3.7%**

 **89%**
 PROJECTS
 COMPLETED
 ON TIME

STABILITY

 **13.16%**
 EMPLOYEE
 TURNOVER
 PROJECTED FOR FY21

 **90.6%**
 MAJOR
 HIGHWAYS
**IN GOOD
CONDITION**

837 
 BRIDGES
 IN POOR
 CONDITION